



JOB DESCRIPTION

Job title:	Community Development Worker
Directorate:	Operations
Reports to:	Community Manager

Job Purpose

Provide outreach work to engage with hard to reach communities, develop groups for self-advocacy and service user engagement and participation in accordance with contractual requirements.

Contribute towards the work of the local reference group.

Promote and raise the profile of all contracted services.

Ensure the Community development function is effective and efficient and supports the front-line delivery of POhWER's business plans.

Work with the Community Manager and Head of Community Development to monitor and support the development of the team and the individuals within it.

To provide management information reports on service delivery.

This role involves

Agreeing to POhWER's Values which are to ensure we put people at the heart of everything we do:-

- **P**rofessional
- **E**mpowering
- **O**pen, free and fair
- **P**ositive
- **L**ocal
- **E**ngaging

Principal Accountabilities

- Be fully aware and up to date about best practice and innovations in Community Engagement and the implications for service delivery as they emerge.

- To support and facilitate community engagement activities with evidence and outcomes focused approach and ensuring the functions are carried out as described by the Local Authority service contract.
- To ensure the Community Development/engagement monitoring reports are produced for the commissioners on time and in a quality way.
- Ensure a co-productive approach to service user/community engagement; building on the strengths, skills and knowledge people bring to the service facilities, local focus groups & Steering Groups.
- To build an in depth knowledge of the local population and communities.
- To understand and build communication routes with other community engagement activities/services.
- To develop and deliver a range of community engagement methods and activities with a focus on engaging all areas of the communities – diversity and hard to reach/ least heard groups.
- To support, develop and maintain a range of appropriate communication methods with communities including IT based and real world methods.
- To provide practical, hands on support during community engagement activities in terms of coordination and support – meeting and event management, support and planning, administration – including reports, minutes and notes, marketing, communications, expenses management etc.
- To maintain accurate IT and other records and filing systems and develop and maintain the content for the Community engagement areas of the website.
- Communicate the agreed performance standards to team members and volunteers and ensure that performance is monitored and compliant with POhWER policies, processes and expectations, taking corrective actions as required using the agreed processes for managing capability, absence or other disciplinary matters as required.

Where line management is required:

- Undertake supervision and appraisals to an agreed plan with all staff. Undertake supervision and appraisals of all volunteers

Dimensions

Direct reports: None

Budget: None directly

Knowledge, Skills & Experience

As a minimum you should have:

- A good knowledge and understanding of community development, involvement, empowerment, engagement, and its applications.
- Experience of coaching and mentoring community facing staff and volunteers.
- Experience of facilitating individuals and groups.
- Experience of delivering community development, public and patient engagement and/or user led services.
- The ability to interpret complex information and convey to non-technical people.
- Experience of producing management information reports.
- The ability to perform routine mathematical calculations (for example for the purposes of reporting).
- Strong organisational skills and time management skills.
- Good IT skills with knowledge of standard Microsoft office software.
- Good written and oral communication skills including the ability to write meaningful and succinct reports and undertake public speaking/presentation tasks when required.
- Good interpersonal skills with the ability to communicate effectively with a wide range of people.
- A strong corporate team player.
- Able to develop and maintain strong relationships with stakeholders, staff and the wider management team.
- A calm, professional and positive approach with a focus on customer service delivery and quality.
- A collaborative approach.
- A flexible, creative and solution focused approach.

Ideally you will also have:

- A background in community engagement and/or development.
- Knowledge and experience in the public and patient involvement mechanisms and history.
- Experience of other IT communication tools; twitter/Facebook/Skype/IT conferencing etc.
- Experience of working with people with a range of disabilities and/or challenging behaviour.
- Knowledge and/or experience of Self Advocacy approaches.
- Experience of working to quality standards (e.g. QPM, IIP, ISO etc.).

- Experience of production of easy read and other alternate format materials.

Special Requirements:

- Your work must be within reasonable daily travelling distance of your home.
- You will be required to attend events and meetings at sites other than your home office regularly across the locality and less frequently across the whole of POhWER's business area.
- An enhanced DBS check will be required.
- You should be able to work outside normal hours occasionally when required.

Competency Profile

Community Development Worker

Competency	New to Role	Established	Current
Core			
Decision making Analyse and define the issue to be addressed and take a rational approach to solving problems. Take an innovative or creative approach if appropriate. Make decisions based on sound criteria.	1	2	
Corporate and team working Understands the responsibilities of representing POhWER. Deals with others in a climate of mutual respect. Understand the principles of team working. Offer help and support to colleagues. Demonstrate that diversity is valued.	1	2	
Personal organisation Plan and organise own work. Responsive and flexible manner in approach.	1	2	
Communication Able to communicate effectively with a wide variety of people. Use language appropriately. Able to use appropriate methods for communication.	1	2	
Personal development Able to contribute to own development. Able to develop skills and knowledge. Able to undertake personal development planning. Uses techniques to ensure that reflective practice forms part of their approach to development.	1	2	
Building relationships Able to develop effective professional relationships within and outside POhWER. Sensitive and responsive to the needs of other people. Able to behave assertively to achieve outcomes.	1	2	
Using Information technology Able to use technology to perform their role.	1	2	

Diversity Statement:

POhWER is committed to equality of opportunity and celebrating diversity and we take great care to ensure that our actions as an employer reflect our ethos.

We particularly encourage applications from protected characteristic(s), who are currently under-represented at POhWER. As an organisation committed to human rights and creating equitable fair environments we welcome people from all backgrounds regardless of race, gender, gender identity, religion, sexual orientation, responsibilities for dependents, age or physical/mental disability.

POhWER is a member of the Disability Confident Scheme, a signatory of the Mindful Employer Charter and we currently hold the Investors in People (IiP) Silver Award. We are also an accredited Living Wage Employer.

Disabled applicants who meet all the essential criteria will be guaranteed an interview.